Attachment 3

Attachment 3: Backlog Dashboard with Detail

Backlog Summary Tab
Purpose: Provides an aggregated view of backlog applications and recertifications for various programs.

Columns

   Program: Lists the programs (Adult Public Assistance, Food Stamps).

   Time Buckets (e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.

   Total: Total backlog count across all time buckets.

Timeliness Summary Tab
Purpose: Provides the average timeliness of approved applications and recertifications for the six months prior to the report month.

Timely Actions (timeframe)

   Lists the timeliness for each program (Adult Public Assistance, SNAP) by category (Application, Recertification and SNAP Expedite Applications).

Application Decision Cycle time (timeframe): Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public

   Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public Assistance, SNAP).

SNAP Backlog Detail Tab
Purpose: Details the backlog specifically for the Supplemental Nutrition Assistance Program (SNAP), including expedited and non-expedited cases.

Columns

   Program Categories: Breaks out SNAP expedited, non-expedited applications, and recertifications.

   Time Buckets (e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.

   Number Pended: The number that are being processed, in a pending status and not yet completed.

   Number Unacted: Cases yet to be acted upon.

   Oldest: Date of the oldest application/recertification case.

APA Backlog Detail Tab
Purpose: Provides the backlog for Adult Public Assistance (APA) applications and recertifications.

Columns

   Program Categories: Breaks out APA applications and recertifications.

   Time Buckets(e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.

   Number Pended: The number that are being processed, in a pending status and not yet completed.

   Number Unacted: Cases yet to be acted upon.

   Oldest: Date of the oldest application/recertification case.

SNAP Timeliness Detail Tab
Purpose: Details the application approval timeliness specifically for the Supplemental Nutrition Assistance Program (SNAP).

Rows:

   Month: Identifies the calendar month related to the data in the row

Prev six: Aggregate data for the six months prior to the report month

Columns:

Total Approvals: The number of cases approved in the month for the related category (Application, Recertification, Expedite Application, All approvals)

Timely Approvals: The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, Expedite Application, All approvals)

Performance: The percentage of the total number of cases approved timely by category (Application, Recertification, Expedite Application, All approvals)

APA Timeliness Detail Tab

Currently under development: At this time we are experiencing an issue with one of our timeliness data reports not capturing all data points required to generate this metric for the APA program. The division has been able to identify the root cause of the APA data issue. This will take significant programming resources. Once scope of work is outlined a timeline for provision will be included.

Purpose: Details the application approval timeliness specifically for the Adult Public Assistance Program (APA)

Rows:

Month: Identifies the calendar month related to the data in the row

Prev six: Aggregate data for the six months prior to the report month

Columns:

Total Approvals: The number of cases approved in the month for the related category (Application, Recertification, All approvals)
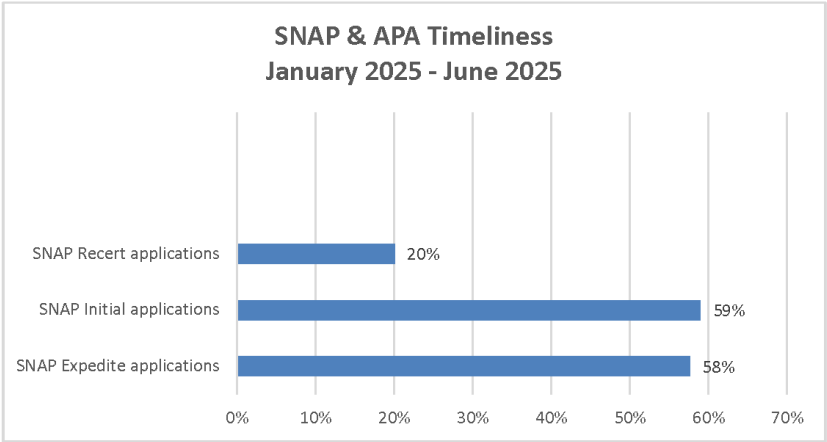
Timely Approvals: The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, All

Performance: The percentage of the total number of cases approved timely by category (Application, Recertification, All approvals)

Backlog Applications/Recertifications - *Updated 07/10/2025*														
Program	000 to 30 days	031-45 days	046-60 days	061-90 days	091-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total
Adult Public Assistance		96	77	164	117	57	15	2	2						530
APA Applications		*95*	*77*	*164*	*117*	*57*	*15*	*2*	*2*	*-*	*-*	*-*	*-*	*-*	*529*
APA Recertifications		*1*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*1*
Food stamps (applications, expedites & recertifications)	494	771	590	831	255	91	11	2	3		1		1	1	3,051
Food Stamps (Expedite)	*494*	*72*	*9*	*2*	*-*	*3*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*580*
Food Stamps (non-Expedite Applications)	*-*	*276*	*224*	*366*	*69*	*41*	*3*	*-*	*3*	*-*	*-*	*-*	*1*	*1*	*984*
Food Stamps (Recertifications) no formula pull numbers from SPSS output Thur. Application Age of Distribution	*-*	*423*	*357*	*463*	*186*	*47*	*8*	*2*	*-*	*-*	*1*	*-*	*-*	*-*	*1,487*
Total	494	867	667	995	372	148	26	4	5	0	1	0	1	1	3,581

State of Alaska Dept. of Health – Division of Public Assistance

SNAP and APA Timeliness - Report Date August 2025

Timely Actions January 2025 - June 2025	
Program	**Percent Timely**
SNAP Applications and Recerts	**48%**
SNAP Expedite applications	58%
SNAP Initial applications	59%
SNAP Recert applications	20%
Placeholder for APA Data	
Application Decision Cycle Time January 2025 - June 2025	
Program	**Average Days**
SNAP	48
Placeholder for APA Data	

SNAP & APA Timeliness
January 2025 - June 2025

7/10/2025

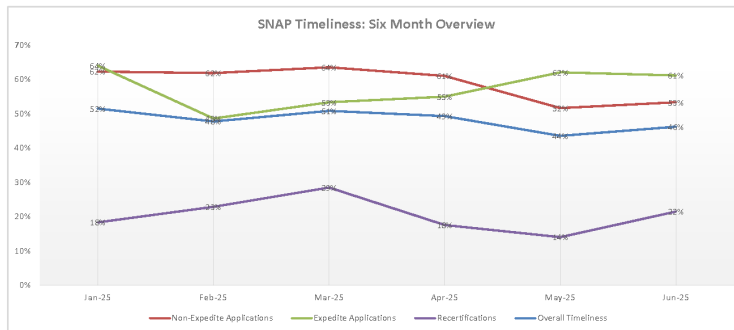| Program	000 to 30 days	031-45 days	046-60 days	061-90 days	091-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total	Number Pended	Number unacted	Oldest
SNAP Total (Applications and Recerts)	494	771	590	831	255	91	11	2	3	-	1	-	1	1	3,051	815	2236	2024-05-02
SNAP (Expedite > 7 days)	494	72	9	2		3				-					580	439	141	2025-02-28
SNAP (non-Expedite Applications)		276	224	366	69	41	3		3	-			1	1	984	194	790	2024-05-02
SNAP (Recertifications)		423	357	463	186	47	8	2		-	1		1	-	1,487	182	1305	2024-10-09

APA Backlog Detail

Program	000 to 30 days	031-45 days	046-60 days	061-90 days	091-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total	Number Pended	Number unacted	Oldest
APA Total (Applications and Recerts	-	96	77	164	117	57	15	2	2	-	-	-	-	-	530	166	364	2024-12-02
APA Applications	-	95	77	164	117	57	15	2	2	-	-	-	-	-	529	166	363	2024-12-02
APA Recertifications	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	0	1	2025-06-06

Attachment 3 - 2025.08 Backlog Dashboard with detail.xlsx   7/10/2025

	Alaska Supplemental Nutrition Assistance Program Timeliness												
Month	**Non-Expedite Applications**			**Expedite Applications**			**Recertifications**			**Total Initial Application and Recertification Timeliness**			
	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Number of Approvals	Total Timely Approvals	Avg. Processing	Performance
Jul-24	1,057	828	78%	1,270	1,196	94%	1,089	796	73%	3,416	2,820	17	83%
Aug-24	934	628	67%	973	792	81%	759	320	42%	2,666	1,740	20	65%
Sep-24	1,050	657	63%	747	551	74%	749	195	26%	2,546	1,403	27	55%
Oct-24	978	689	70%	522	393	75%	794	191	24%	2,294	1,273	33	55%
Nov-24	847	502	59%	695	458	66%	1,033	184	18%	2,575	1,144	41	44%
Dec-24	846	525	62%	719	379	53%	783	153	20%	2,348	1,057	39	45%
Jan-25	1,077	671	62%	937	600	64%	703	129	18%	2,717	1,400	35	52%
Feb-25	873	540	62%	728	354	49%	520	119	23%	2,121	1,013	40	48%
Mar-25	944	600	64%	939	501	53%	642	183	29%	2,525	1,284	44	51%
Apr-25	1,065	650	61%	1,013	557	55%	574	101	18%	2,652	1,308	46	49%
May-25	991	512	52%	952	591	62%	869	122	14%	2,812	1,225	69	44%
Jun-25	939	501	53%	891	545	61%	809	174	22%	2,639	1,220	53	46%
Totals:	**5,889**	**3,474**	**59%**	**5,460**	**3,148**	**58%**	**4,117**	**828**	**20%**	**15,466**	**7,450**	**48**	**48%**

SNAP Timeliness: Six Month Overview

Alaska Adult Public Assistance Timeliness Placeholder	
In process of developing data collection programming for this metric	
At this time we are experiencing an issue with one of our timeliness data reports not capturing all data points required to generate this metric for the APA program. The division has been able to identify the root cause of the APA data issue. This will take significant programming resources. Once scope of work is outlined a timeline for provision will be included.	